

FIG. 1

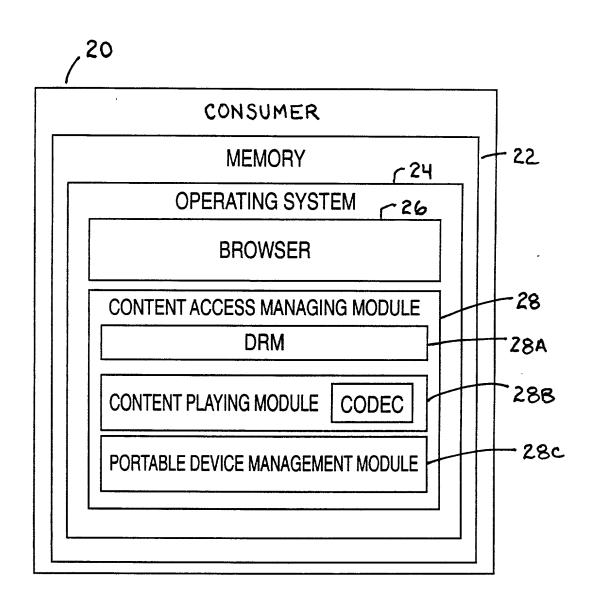


FIG. 2

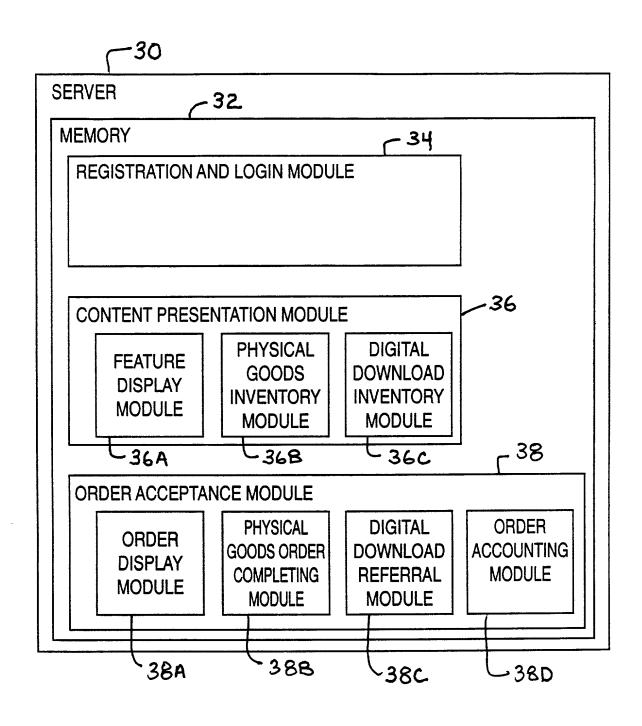


FIG. 3

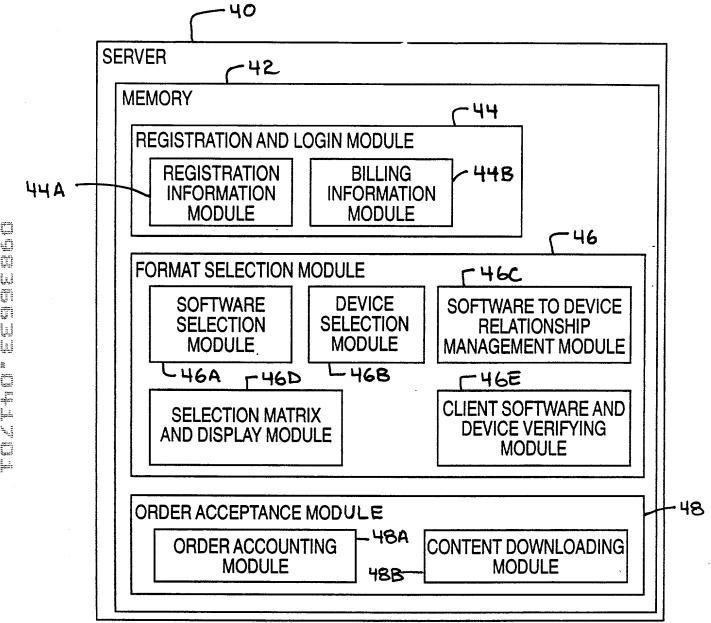


FIG. 4

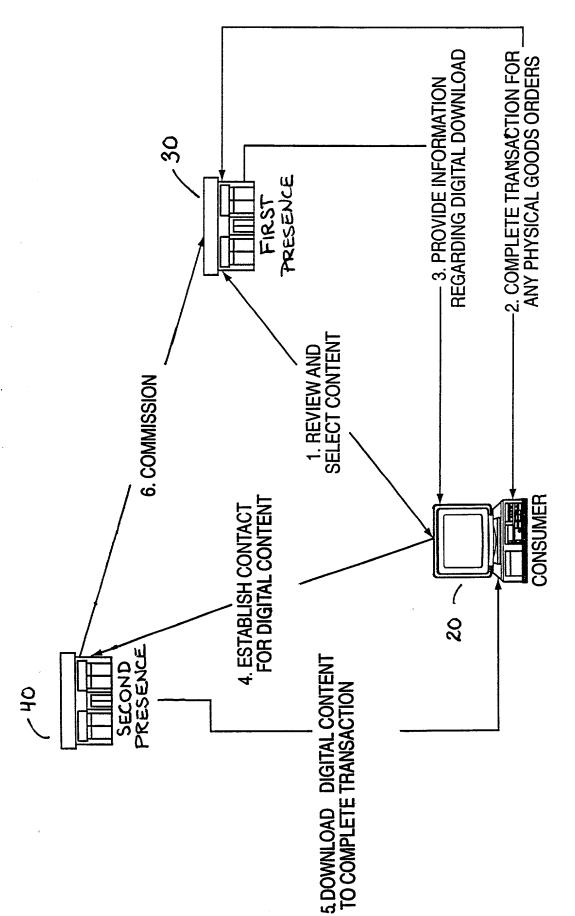


FIG. 5

FIG. 6A

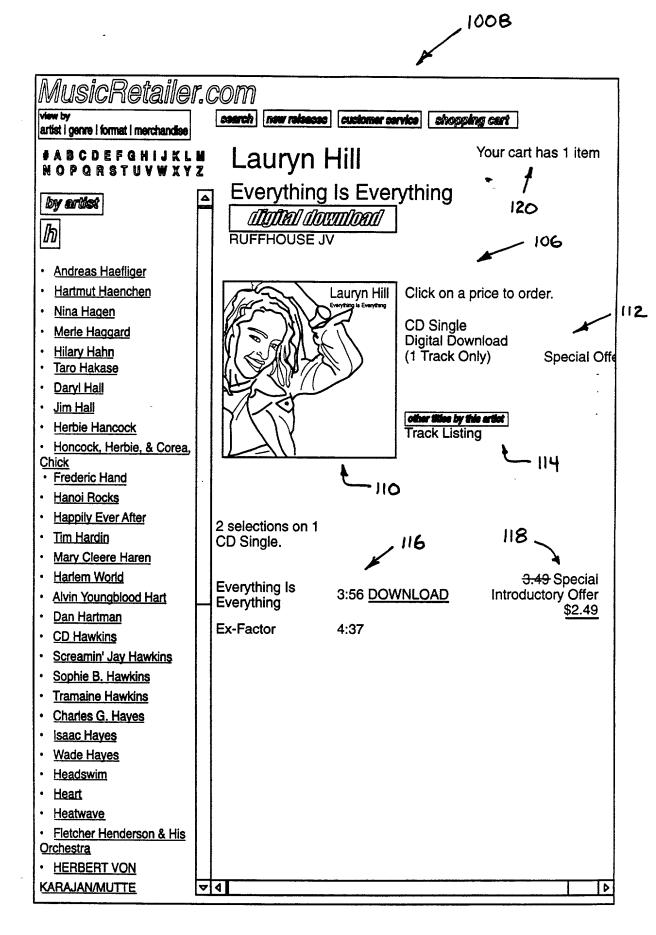


FIG. 6B

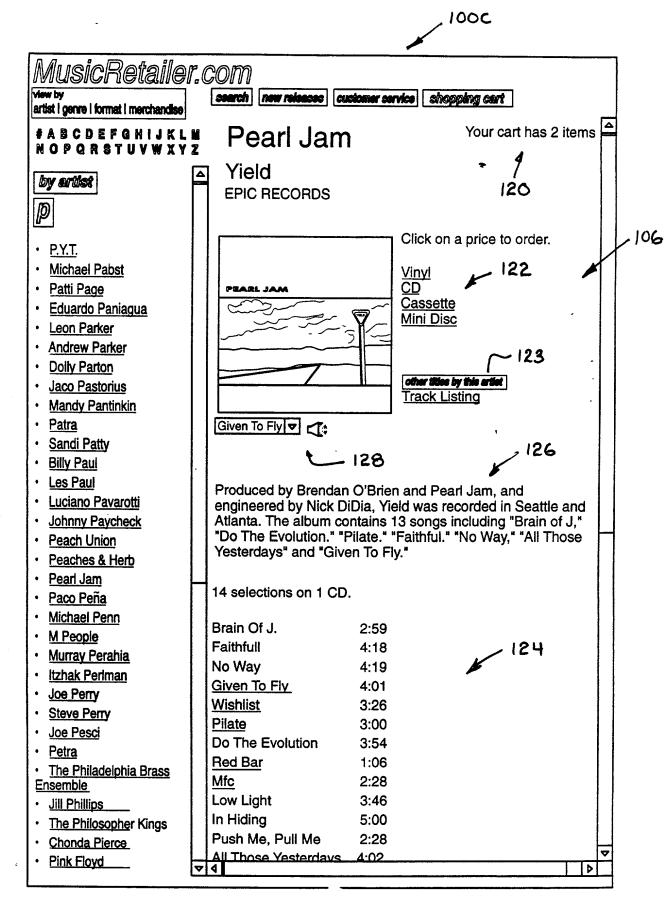
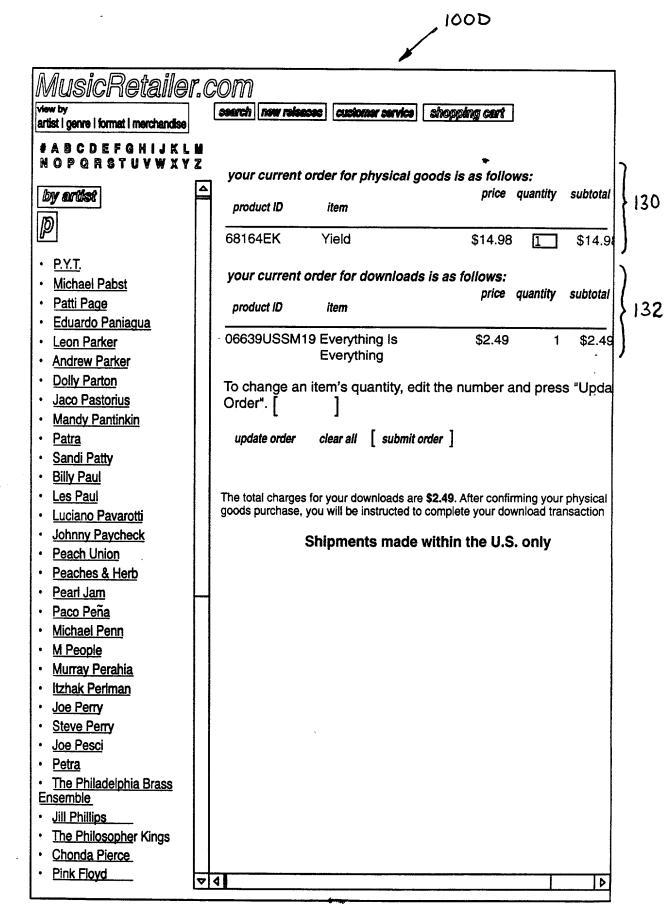
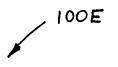


FIG. 6C





# MusicRetailer.com

customer service	shopping cert	continue shopping

The total charges for your physical goods are \$18.87. Please fill in the credit card information and billing address. When you are ready, press the "Submit Order" buttom to confirm this order and make your purchase.

A special digital download window will appear to guide you through getting your digital downloads once you have completed the information on this page and submit your order. YOU WILL BE BILLED SEPARATELY FOR DOWNLOADS

		Order Summ	nary	C	redit Card Information	``
		<b>charges</b> to		Name:	John Q. Public	$\neg \mid \cdot \mid$
	(	Physical goods Total:	\$14.98	Number:	*****	
140	\	Tax:	\$0.90	Type:	Master Card	\
	1	Shipping:	\$2.99	Exp:	Nov → 2001 →	)
		Physical goods sub Total:	\$18.87	<b>— ,</b>		/
		Download sub Total:	\$2.49			
ill o	)	Plus Applicable Sa	les Tax:			
142	1	Download Total:	\$2.49			
		Sub Total:	\$21.51			
			Bi	illing Ad	dress	
		First Name	; John			
		Last Name	Public			
		Phone:	201-55	5-1234		146
		Street:	1 Anyw	here Dr	ive	
		Apt:				
		City:	Yourto	wn		
		State:	NEW JE	RSEY	<b>▽</b> Zip: *****	
				submit o	rder ]	•

FIG. 6E

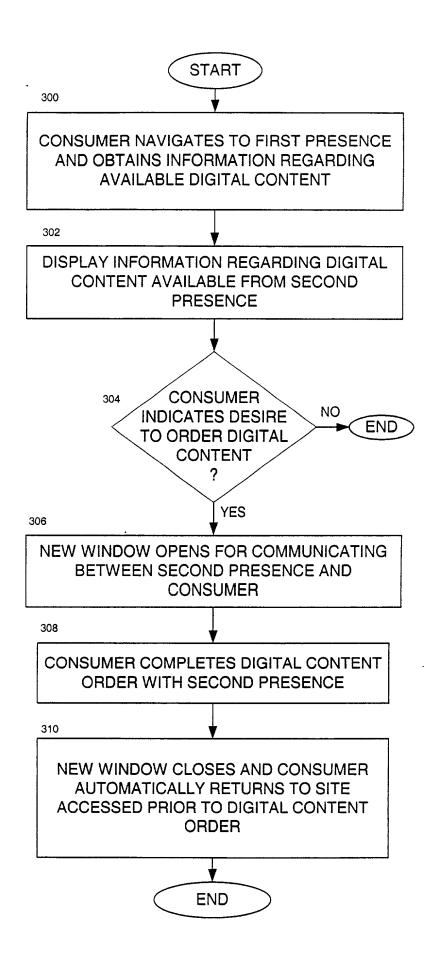


FIG. 7

204

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	<b>©</b>		Dα	DE	
		1 2	38	4	HELP

# 7 registration

## Welcome Sony Music customer

You will need to follow an easy 4-step process to complete the purchase of your Sony Music digital downloads. The first necessary step is to register, or log on to, your Download Services Account. The account will enable our customer service staff to help you with any questions you may have about your purchase.

#### **Please Note:**

SONY

Your credit card has not yet been charged for your music downloads. If you have any questions about downloading music, click here for FAQ's.

#### **DOWNLOAD SERVICES ACCOUNT**

Information regarding your music downloads will be e-mailed to you.

NEW SONT	MUSIC DOWNLOAD CUSTOMER	RETURNING SONY MUSIC DOWNLOAD CUSTOMER
To receive y completed.	our music downloads all fields must be	To receive your music downloads all fields must completed.
Your Name:		Email/ User ID:
Email:		Password:
US Zip Code:		Login
Password:		
	Passwords must be at least 6 characters.	
Re-enter Password:		
[	Next	
3		

•	1	200B
SONY MIUSIC.	V	a a will and s
2 billing information		1 2 3 4 1

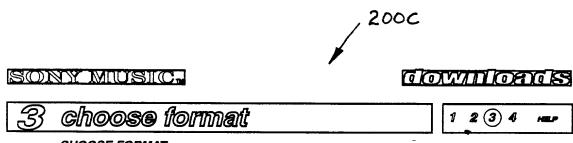
Your order reference number is 7223750. You have selected the following music downloads:



Please print this page by clicking the printer icons, or write down your order

			we may better serve you.
	artist	title	cost
208	Lauryn Hill	Everything is Everythin	ng \$2.49
, ,	I would like to receive n	nore information	Sub-Total \$2.49
	on this artist.		Sales Tax \$0.00
	٠	210	Grand Total \$2,49
	BILLING INFORMATION	ON	-
	To receive your music d completed.	ownloads all required (*) fields must be	Please Note
	Credit Card:		Your credit card has not yet been charged for your music downloads.
	Name on Card:	*	
212	Card Number:	*	This site uses the industry wide
	Expiration: 01	▽ 2000 ▽ *	security feature called Secure Sockets Layer protocol ["SSL"] in order to further protect your
	Address:	*	credit card and personal information between your browser and our server.
	City:	*	
1	State: Alai	bama 🔻 .	
1	U.S. Zip Code:	***	214
1	\	Novt	<b>y</b> 

You will be able to return to this session for the next 48 hours if necessary by using the link in the email we have sent you with your account information.

CHOOSE FORMAT

Click below to elect the format of your digital downloads. You may only select one format.

Please Note: Your credit card has not yet been charged for your music downloads.

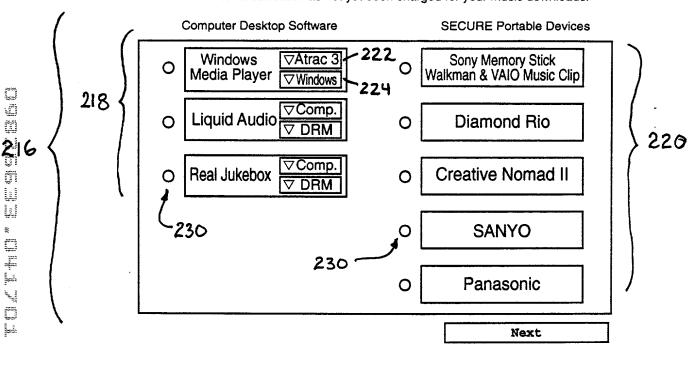
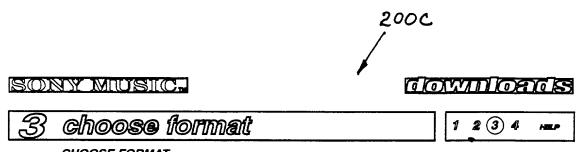


FIG. &C



#### **CHOOSE FORMAT**

Click below toselect the format of your digital downloads. You may only select one format.

Please Note: Your credit card has not yet been charged for your music downloads.

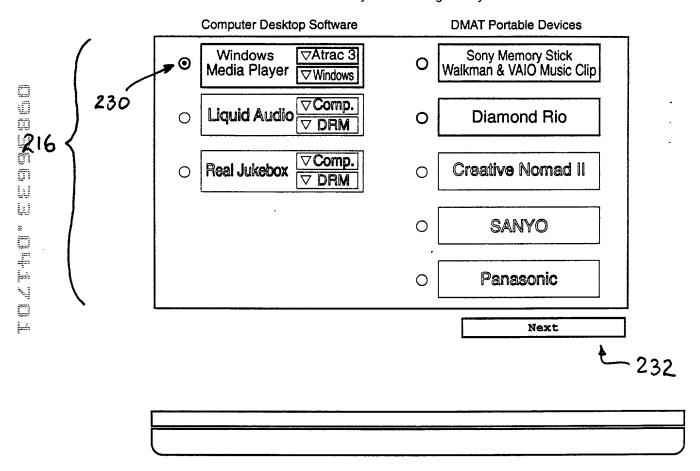
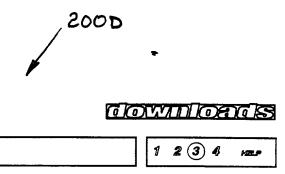


FIG.8D



Continue

**choose format** 

You do not have the proper versions of Windows Media Player and ATRAC3 Plug-in installed. You can download the latest versions of each by clicking the link below.

### Windows Media Player and ATRAC3 for Internet Explorer

Once you finish with the installation, click the continue button.

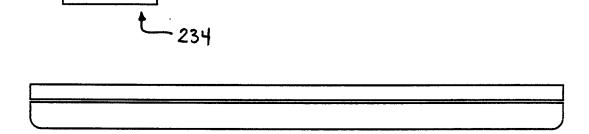
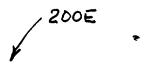


FIG. 8E



<b>S(0)</b>	MY MIUSIC.	0)	V <sub>A</sub> V		00/85		
3	<b>choose format</b>	1	1	2 3 4	HELP		
	SOFTWARE VERIFICATION	_			·		
	We have verified that you have the proper software necessary to enjoy the have chosen.	e d	lowr	lloads you			
	Please Note: Your credit card has not yet been charged for your music downloads.						
	Your may now click the 'Complete Purchase' button to be able to downoad your songs.						
	Complete Purc	ha	se				
				L 236			

FIG.8F

200F

#### SONY MIUSICE

## down oads



1 2 3 4 1

#### DOWNLOAD YOUR SONGS

We have charged your credit card.

For each download you should click your mouse on the 'Download Song' link, and then select a location for the song file. After the downloading is complete, go to the location to where you have saved the son, and doubleclick on the file to play the music. It is necessary to do this separately for each download.

artist

title

time file size

Lauryn Hill

**Everything Is Everything** 

3:56 3.88 MB

Download Song

t<sub>238</sub>

Estimated time to complete digital download (file size 4 Mb)

Modem Speed	Estimated time	
28.8 Kbps	21 mins 20 sec	_
56.0 Kbps	9 min 20 sec	

FIG.8G